



If you have forgotten your Portal username and/or password, this Quick Reference Guide provides you with the steps you can take to have your password reset or obtain your login ID.

1. Click "*Forgot your user-id or password?*" on **Login** Portlet screen. The **Login Reset** page is displayed (see Figure 1).
2. If you have forgotten your password, type your user name and click *Reset and Email My Password* (displayed below). This will reset your password. You will receive an email from Portal Support containing your new password.

Figure 1. Login Reset page

3. If you have forgotten your username, enter your first and last name on the **Login Reset** page, and click *Lookup and Email My User Name* (see Figure 1). Portal Support will locate your username and email it to you.

Who to Contact for Help

For questions, concerns, or assistance in using the Portal, contact the EPA Customer Call Center at 1-866-411-4EPA or epacallcenter@epa.gov.